



TO: **Child Care Eligibility and Authorization Workers and Supervisors**  
**Income Maintenance Supervisors**  
**Income Maintenance Lead Workers**  
**Income Maintenance Staff**  
**Child Care Coordinators**  
**W-2 Agencies**  
**Child Support Agencies**  
**Training Staff**

<b>BCCSA/BWF OPERATIONS MEMO</b>					
No:		21-J3			
DATE:		07/07/2021			
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>
Other EP	<input type="checkbox"/>	CS	<input checked="" type="checkbox"/>		

FROM: Debra Barnes, Director  
Bureau of Child Support  
Division of Family and Economic Security  
Department of Children and Families

Patara Horn, Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

Junior Martin, Director  
Bureau of Child Care Subsidy Administration  
Division of Early Care and Education  
Department of Children and Families

**SUBJECT: End of Temporary COVID-19 Process to Automatically Grant Good Cause for Noncooperation with the Child Support Agency**

**CROSS REFERENCE:** [Operations Memo 20-15](#)  
Process Help, Child Care: COVID-19 Temporary Processes  
[BWF Work Programs Policy and Automation Adjustments](#)  
Child Support Bulletin 20-05  
[Wisconsin Shares Handbook](#), Section 1.3.7 Child Support Cooperation  
[W-2 Manual, Section 15.4.1 Requirements When the CSA Determines Noncooperation](#)

**EFFECTIVE DATE:** August 2, 2021

***PURPOSE:***

This Operations Memo announces the end of the temporary COVID-19 process for Wisconsin Shares and Wisconsin Works (W-2) workers to automatically grant good cause for noncooperation with the Child Support Agency (CSA) during the Public Health Emergency.

***BACKGROUND:***

In April 2020, Wisconsin Shares Income Maintenance (IM) workers and W-2 Financial and Employment Planners (FEPs) were directed to automatically enter good cause in CARES Worker Web (CWW) in the following circumstances:

- When an individual applied for Wisconsin Shares or W-2 and was previously determined to not be cooperating with the CSA; and
- When an individual was receiving Wisconsin Shares or W-2 and was determined to not be cooperating with the CSA.

This temporary process was intended to help individuals quickly access needed services, such as Wisconsin Shares child care subsidies and W-2 payments, during a time when COVID-19 may have prevented them from cooperating with the CSA or from obtaining the necessary verification to support a good cause claim. CSAs were also encouraged to consider the COVID-19 crisis as an acceptable reason for failing to cooperate.

Beginning in February 2021, the Bureau of Working Families (BWF) has sent quarterly reports to W-2 agencies listing cases with the temporary good cause process entered in the previous quarter to determine if the individual had a COVID-related reason for not cooperating with the CSA. Wisconsin Shares staff sent a similar report to IM agencies in March 2021 for cases that had the temporary process entered more than 60 days earlier.

After reviewing the responses to these reports and evaluating the current state of the COVID-19 Public Health Emergency, the department has determined that there is no longer a need to automatically grant good cause for noncooperation with the CSA.

***POLICY:***

The policies in the Wisconsin Shares Handbook Section 1.3.7 and the W-2 Manual Section 15.4.1 regarding acting upon noncooperation and determining good cause for noncooperation with the CSA will be reinstated on August 2, 2021. On or after August 2, if an individual has previous noncooperation with the CSA or is determined to not be cooperating, agency workers must determine if the parent has good cause for not cooperating. An individual may claim good cause at any time and good cause shall be granted if the individual meets the criteria for good cause and provides corroborating evidence.

***CARES WORKER WEB CHANGES:***

CWW Process Help will be updated to remove the temporary process for automatically granting good cause from the Child Care: COVID-19 Temporary Processes section.

***AGENCY ACTION:***Wisconsin Shares

Wisconsin Shares local agencies will receive the following reports for cases that have the temporary good cause process entered on the Absent Parent page in CWW:

- In **August**: Cases that had the temporary process entered prior to June 1, 2021.
- In **September**: Cases that had the temporary process entered in June 2021 and any outstanding cases with the temporary process entered prior to June 2021.
- In **October**: Cases that had the temporary process entered in July 2021 and any outstanding cases with the temporary process entered prior to July 2021.

When agencies receive the report, the IM worker should remove the temporary good cause determination to pend eligibility and send the Notice of Action Needed and Good Cause Claim form. If the parent has not cooperated or claimed good cause within seven (7) business days from the issuance date of the Notice of Action Needed, eligibility should be run (with dates if needed) on the eighth (8th) business day to end eligibility for noncooperation with the CSA. If W-2 is open or requested on the case, the FEP will update good cause to pending. The "Good Cause Claimed" field will be greyed out for IM workers. IM workers will need to coordinate with FEPs for these cases.

Wisconsin Works

W-2 agencies will receive a report listing cases that currently have the temporary good cause process entered on the Absent Parent page in CWW, as outlined in the [BWF Work Programs Policy and Automation Adjustments](#) document. At that time, FEPs should review the report and remove the temporary good cause determination to pend eligibility for the case and send the Notice of Action Needed. Per W-2 policy 15.4.1, the participant has seven (7) working days from the mailing date of the notice to either cooperate with the CSA or file a good cause claim before the FEP must end the placement in CWW and run eligibility to close their case on the eighth (8th) working day after the mailing date of the notice.

***CONTACTS:***

For Wisconsin Shares policy questions outside of Milwaukee County, contact your Bureau of Regional Operations (BRO), Child Care Coordinator at [BRCCPolicyHelpDesk@wisconsin.gov](mailto:BRCCPolicyHelpDesk@wisconsin.gov).

For Program Integrity technical assistance, Child Care CARES/CWW, Parent Portal, Provider Portal, and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Help Desk at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-422-7200.

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

For W-2 CARES and WWP Functionality Questions: BWF Work Programs Help Desk  
[BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov)

For Child Support questions, submit questions to BCS via the KIDPOL Request Form using the subject line option of: Sanctions/ Good Cause / Noncooperation.

DCF/DECE/BCCSA/ERR  
DCF/DFES/BWF/MO  
DCF/DFES/BCS/NP